

100 TYPICAL INTERNET NETWORK
CONFIGURATION

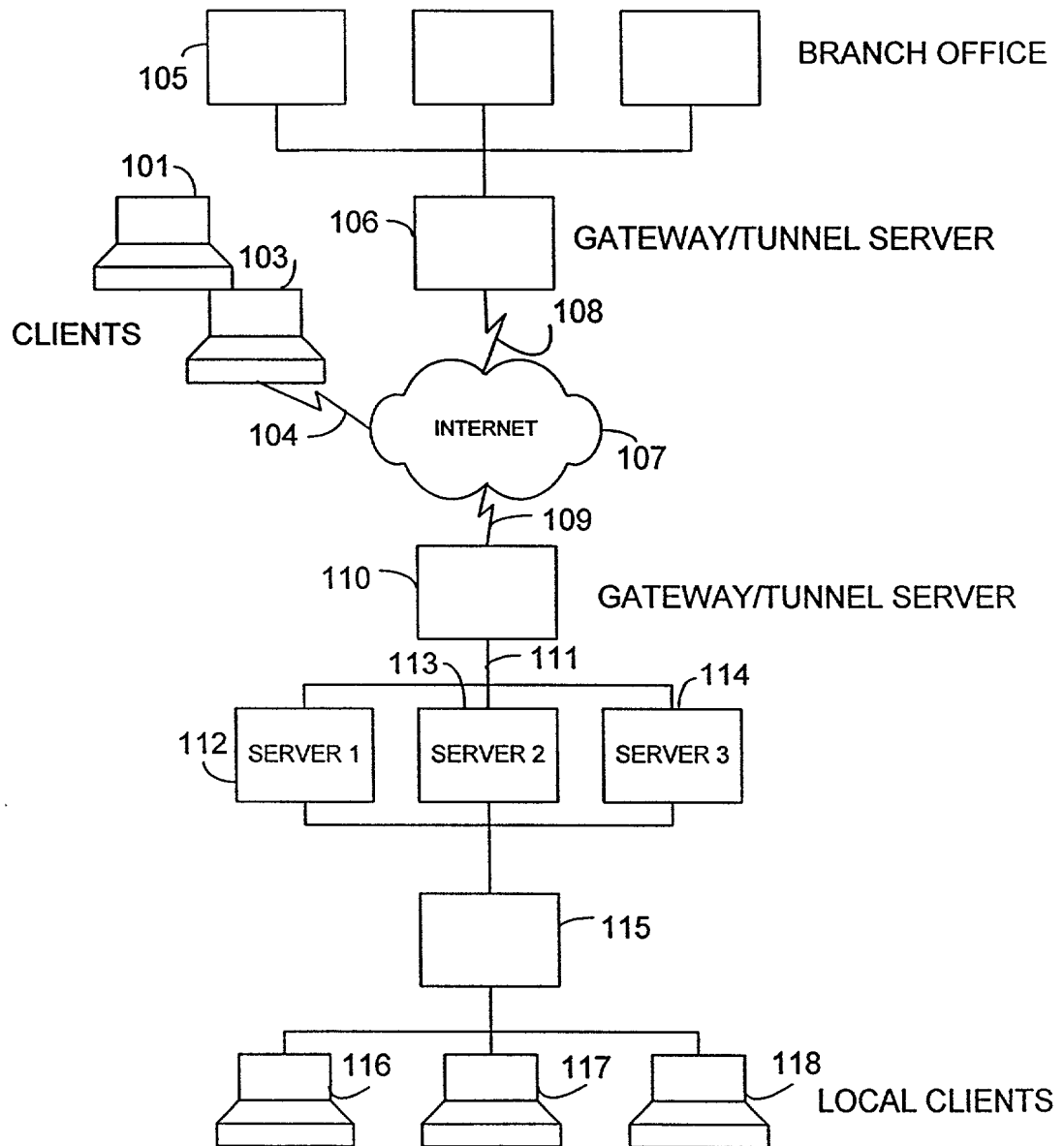


FIG. 1

200 TYPICAL GENERAL PURPOSE COMPUTER

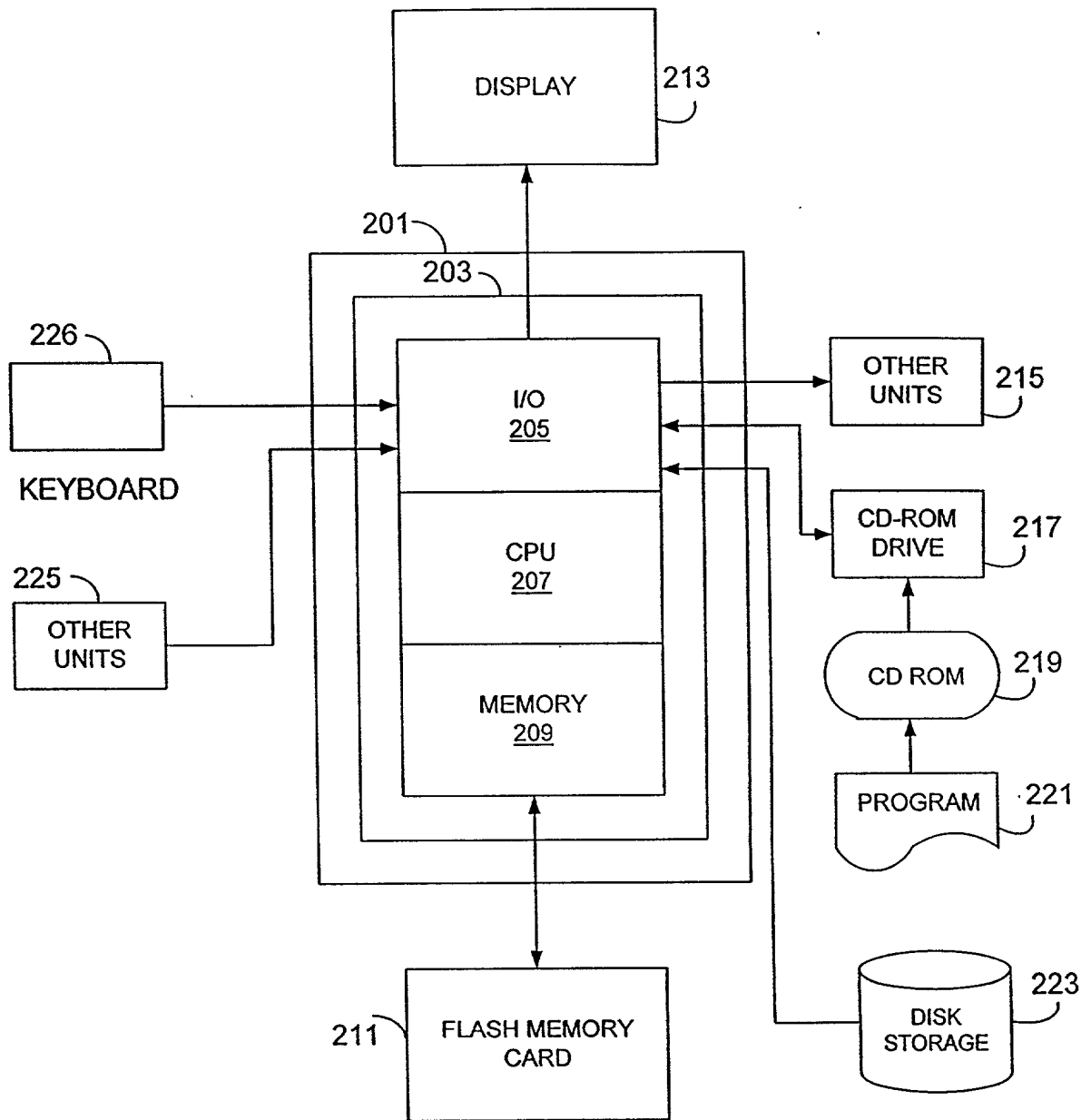


FIG. 2

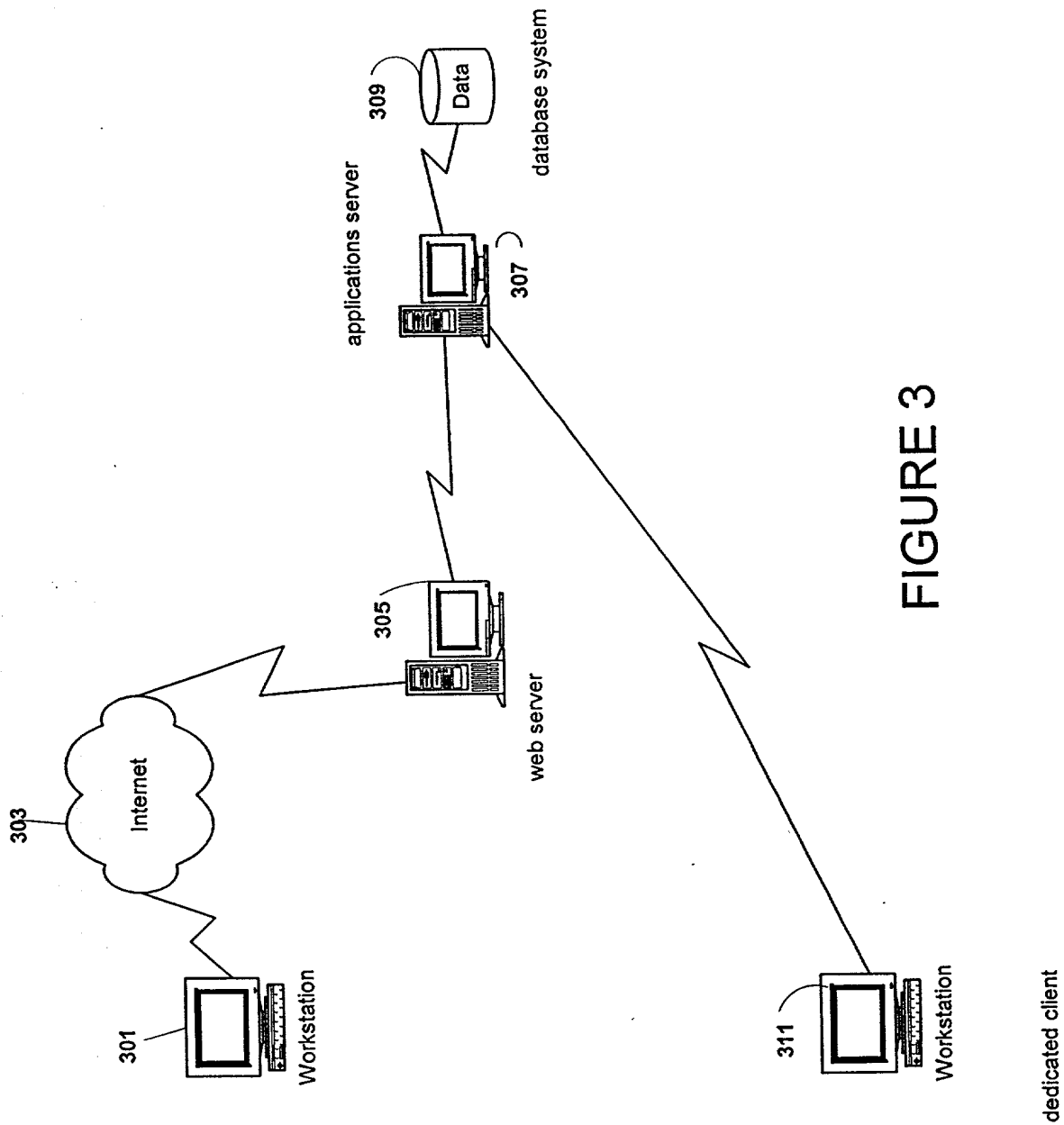


FIGURE 3

400

401

403

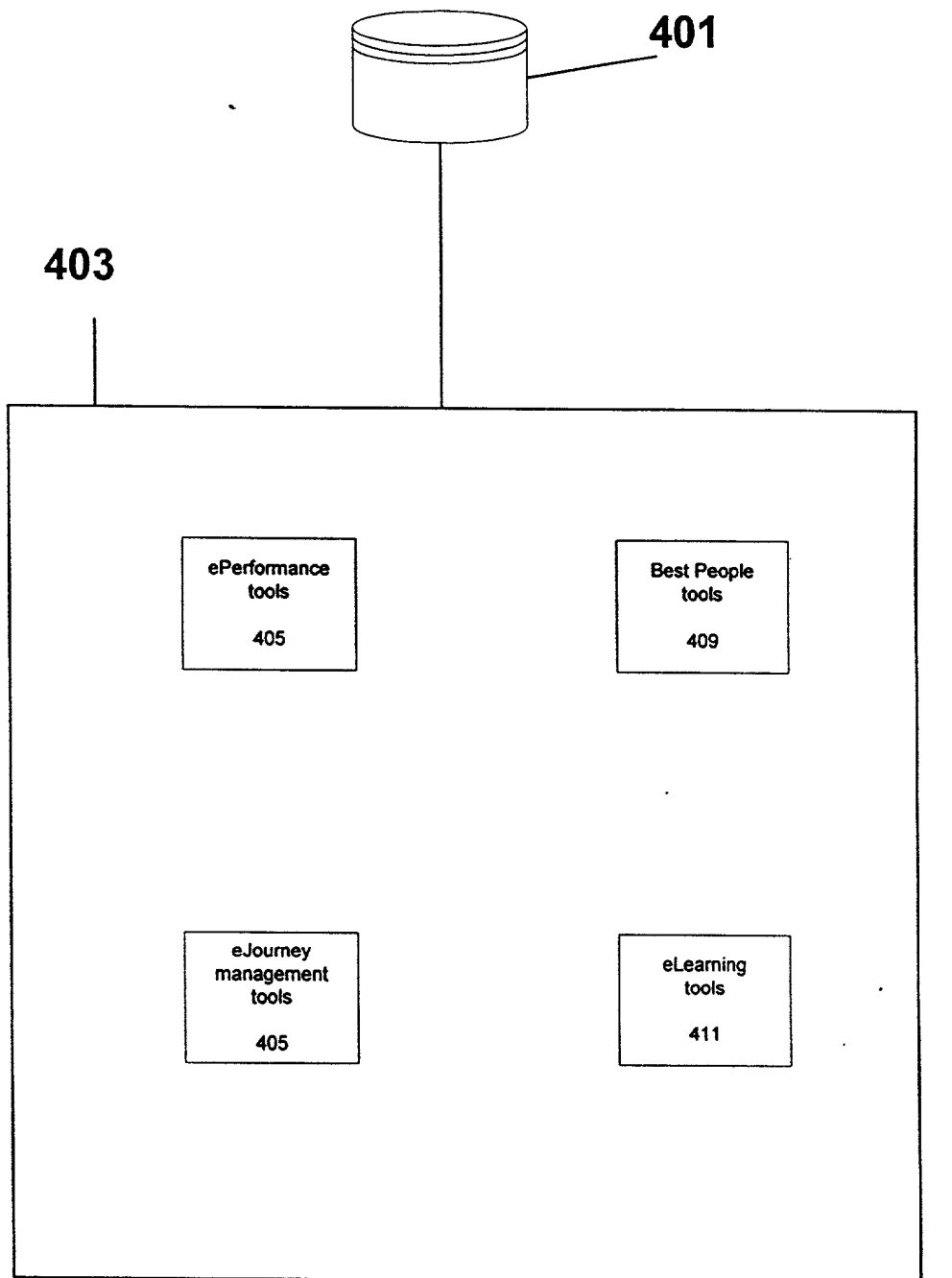


FIGURE 4

500

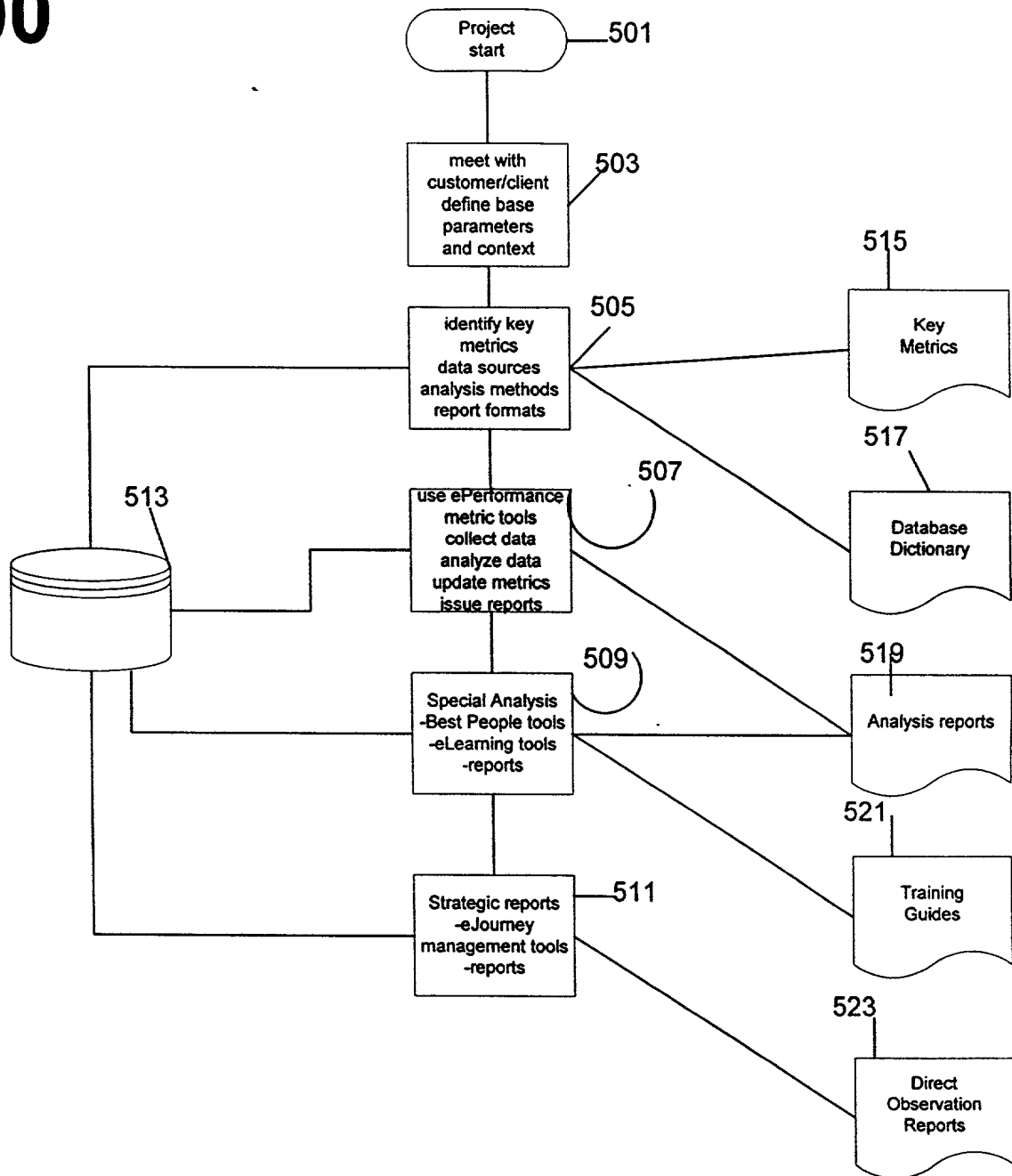



FIGURE 5

ePerformance Metrics for Clicks & Clicks Transformation

	601 Concept (T-1)	603 Seed (T)	605 Venture Funding (T+1)	607 Viability (T+2)
Team	Visionaries	Visionaries + Small Execution Team	Core Positions Filled	Team Complete
Funding	Minimal to None	\$250-500K	\$1M+ As Needed	Self-Funding or Liquidity
Product/ Service	Concept	Prototype	Customer Trial	Second Generation
Customer	Customer Need Identified	Letter of Intent/ Stakeholdering	Orders/ Contracts	Focus on Satisfaction
Business Plan	High-Level	Complete	Tested and Modified	Ongoing Improvements

611 609 615 61:







FIGURE 6



express41
update pro
virtual suns

DeploymentCentral.com

try these featured tools:

703 705 707 709 711 713

701

719 717 715

Learn a Little!

Welcome guest! Please select
a Deployment Central tool:

Knowledge
Executive Scorecard
Mine for Data

Planning
Calendar
Workplans
Issues Log

Contributions
Accomplishments (S
Feedback
Discussion Forum

Reports
Special Reports

FIGURE 7

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FIGURE 8

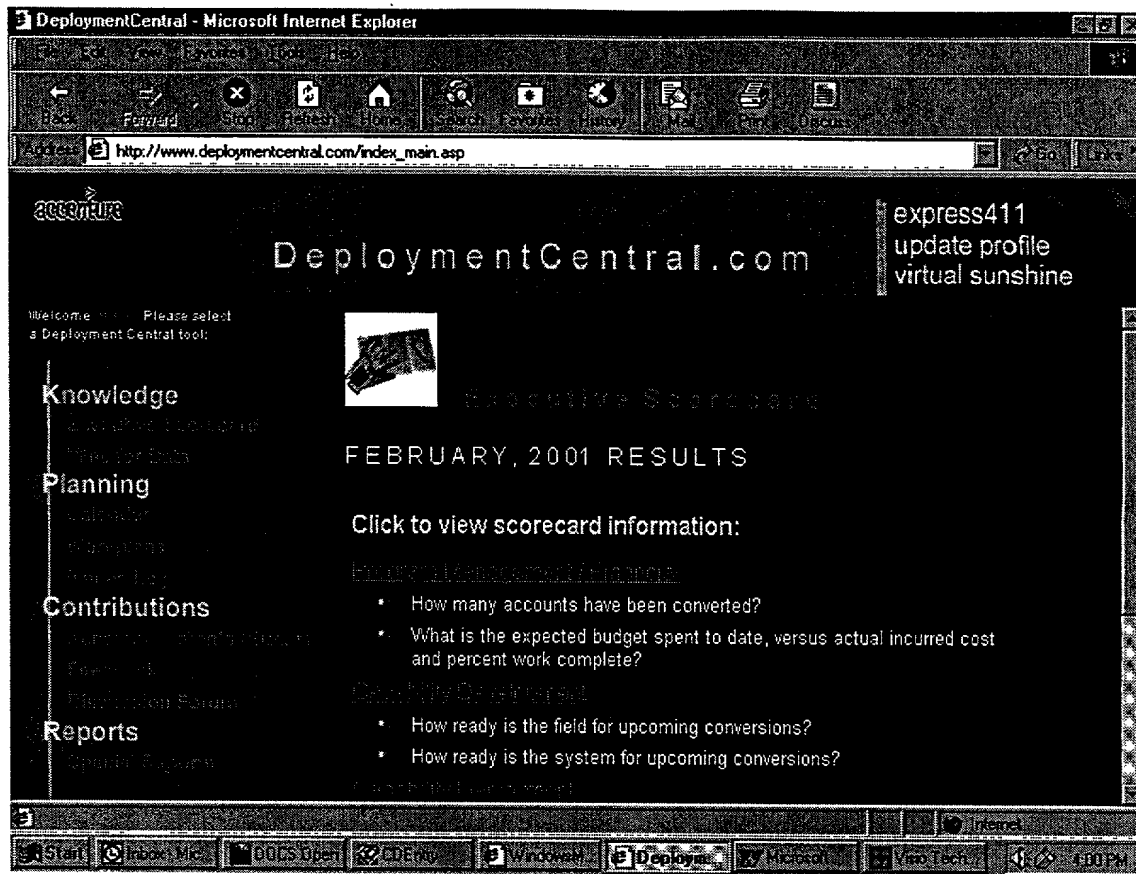


FIGURE 9



Executive Scorecard

FEBRUARY, 2001 RESULTS

1000

Click to view scorecard information:

Program Management / Financial-1001

- ◆ How many accounts have been converted?
- ◆ What is the expected budget spent to date, versus actual incurred cost and percent work complete?

Capability Development-1003

- ◆ How ready is the field for upcoming conversions?
- ◆ How ready is the system for upcoming conversions?

Capability Deployment – 1005

- ◆ Are we deploying the system as efficiently as possible, while minimizing disruption to the field?
- ◆ Are constituents satisfied?

Business Impact - 1007

- ◆ Are we realizing significant business benefits?

Issues – 1009

- ◆ What are the top issues?

FIGURE 10

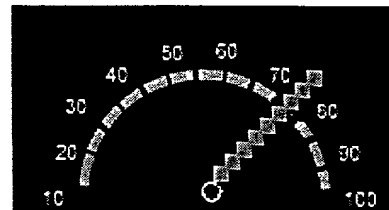
PM / Financial Metrics

How many accounts have been converted? 1101

STATUS: GREEN

1103

Percent BTNs Converted in MDVW

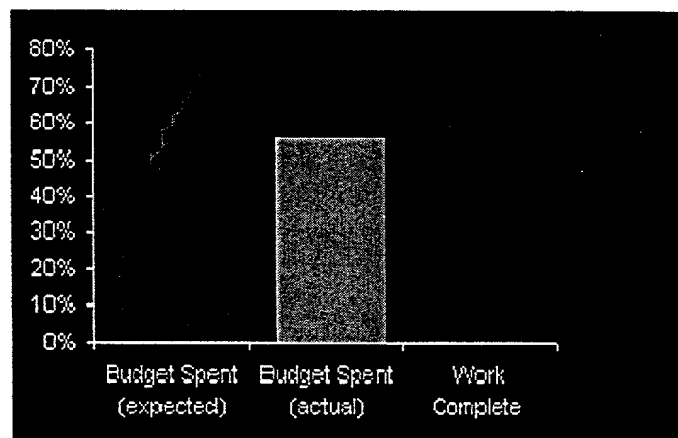


1102

What is the expected budget spent to date, versus actual incurred cost and percent work complete? 1105

STATUS: YELLOW

1107



1106

[Capability Development | Capability Deployment | Business Impact | Issues]

FIGURE 11

■ Capability Development

How ready is the field for upcoming conversions? ¹²⁰¹ STATUS: GREEN ¹²⁰³

¹²⁰⁹	BU1	BU2	BU3	
	North	North	North	GOAL
% Supervisors Trained	<X%	<X%	<X%	100%
% Reps Trained	<X%	<X%	<X%	100%
% Desktops Converted	TBD	TBD	TBD	100%

How ready is the system for upcoming conversions? ¹²⁰⁵ STATUS: GREEN ¹²⁰⁷

¹²¹¹	BU1	BU2	BU3	
	North	North	North	GOAL
% Accounts Clean	TBD	TBD	TBD	N/A
% SO Error (pilot)	TBD	TBD	TBD	<5%
% Availability (pilot)	TBD	TBD	TBD	>99%
% Requirements Met	TBD	TBD	TBD	100%
GO / NO GO	GO	GO	GO	

[PM/Financial Metrics | Capability Deployment | Business Impact | Issues]

FIGURE 12

■ Capability Deployment

Are we deploying the system as efficiently as possible, while—1301
minimizing disruption to the field? STATUS: GREEN 1303

	BU1		BU2		BU3		1305
	South	North	South	North	South	North	
Conversion							1307
Success Rate	XX%	N/A	XX%	N/A	XX%	N/A	
IT Adherence to Weekend Conversion Schedule	High	N/A	High	N/A	High	N/A	
Morning-After Problems Reported by Call Centers	Low	N/A	Low	N/A	Low	N/A	
Post-Conversion Site Support							1309
Time to Exit	Limited support still on site	N/A	Limited support still on site	N/A	Limited support still on site	N/A	
Post-Conversion Call Center Metrics							1311
Contact Length (AHT)	XXX seconds (South avg)	N/A	N/A	N/A	N/A	N/A	
Service Level	XX% (South avg)	N/A	XX% (South avg)	N/A	N/A	N/A	

Are constituents satisfied?— 1313

	BU1		BU2		BU3	
	South	North	South	North	South	North
Field Directors	Constituents will be surveyed Q2 2001.					
Field Managers						
Reps						

FIGURE 13

Business Impact

Are we realizing significant business benefits? **1401** STATUS: YELLOW — **1403**

	BU1		BU2		BU3		1404
	South	North	South	North	South	North	
Sales & Revenue in Converting States							1405
Revenue per Month	\$XXM (\$XXM goal not met)	no conversion activity	\$XXM (\$XXM goal met)	no conversion activity	Not Available	no conversion activity	
Service Order Accuracy in Converting States							1407
System Error Rate	X%	no conversion activity	X%	no conversion activity	X%	no conversion activity	
Customer Satisfaction							1409
Request & Inquiry	NOV/DEC State 1: XX (XX goal not met) State 2: XX (XX goal met) State 3: XX (XX goal not met) State 4: XX (XX goal met)	no conversion activity	NOV/DEC State 1: XX (XX goal met) States 2&3: XX (XX goal not met)	no conversion activity	4Q 2000 COMPOSITE Region 1: XX Region 2: XX (XX goal met)	no conversion activity	
	POTS Provisioning NOV/DEC State 1/State 2: XX (XX goal not met) State 3: 87.5 (83.3 goal met)	no conversion activity	NOV/DEC State 1/State 2: XX (XX goal not met) State 3: XX (XX goal met)	no conversion activity		no conversion activity	

FIGURE 14

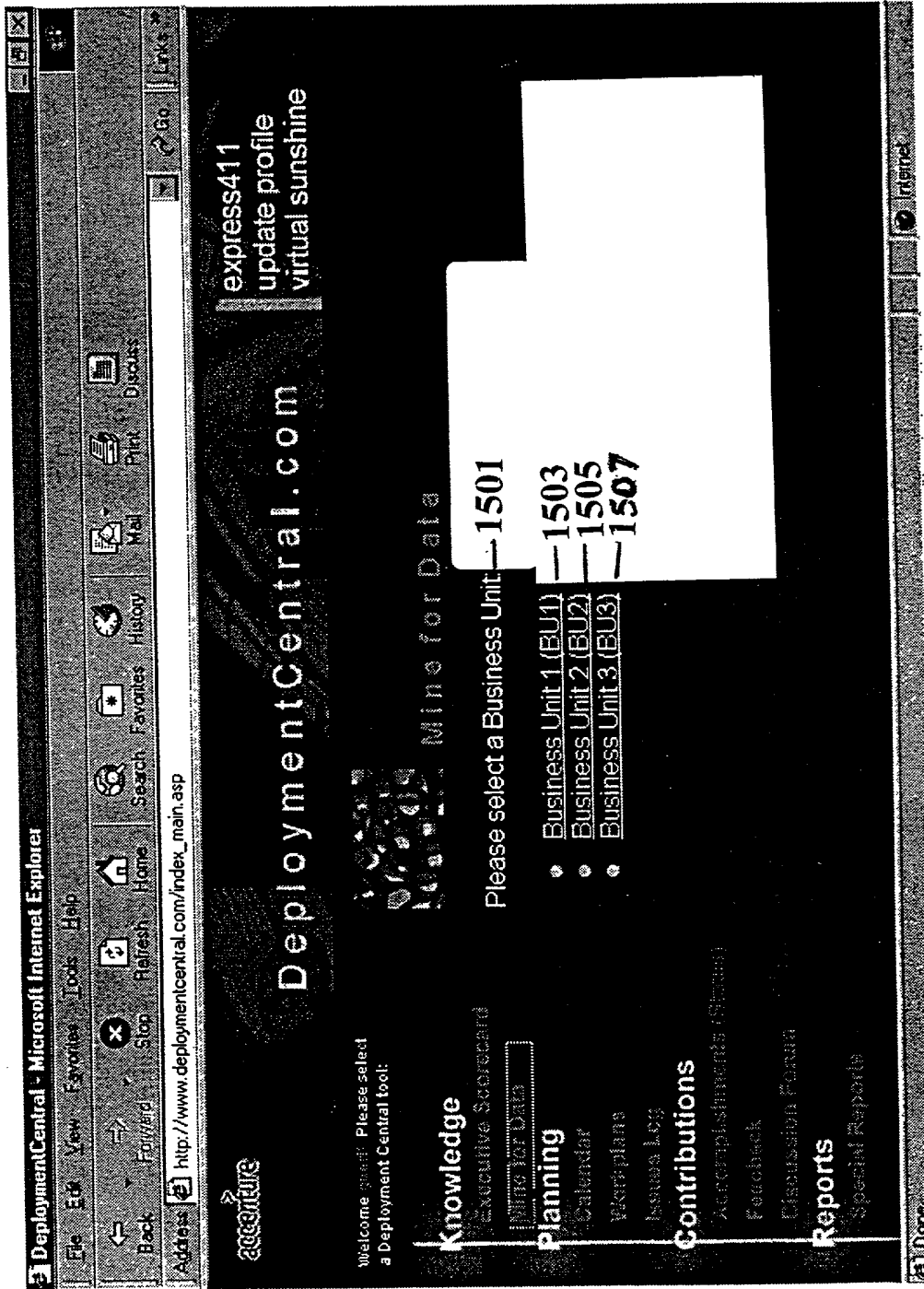


FIGURE 15



Business Unit One (BU1)

Please select a metric category:

Call Center Metrics—1601

Customer Satisfaction—1605

Sales—1603

Mine Another Line:

[Business Unit Two | Business Unit Three]—1607

FIGURE 16

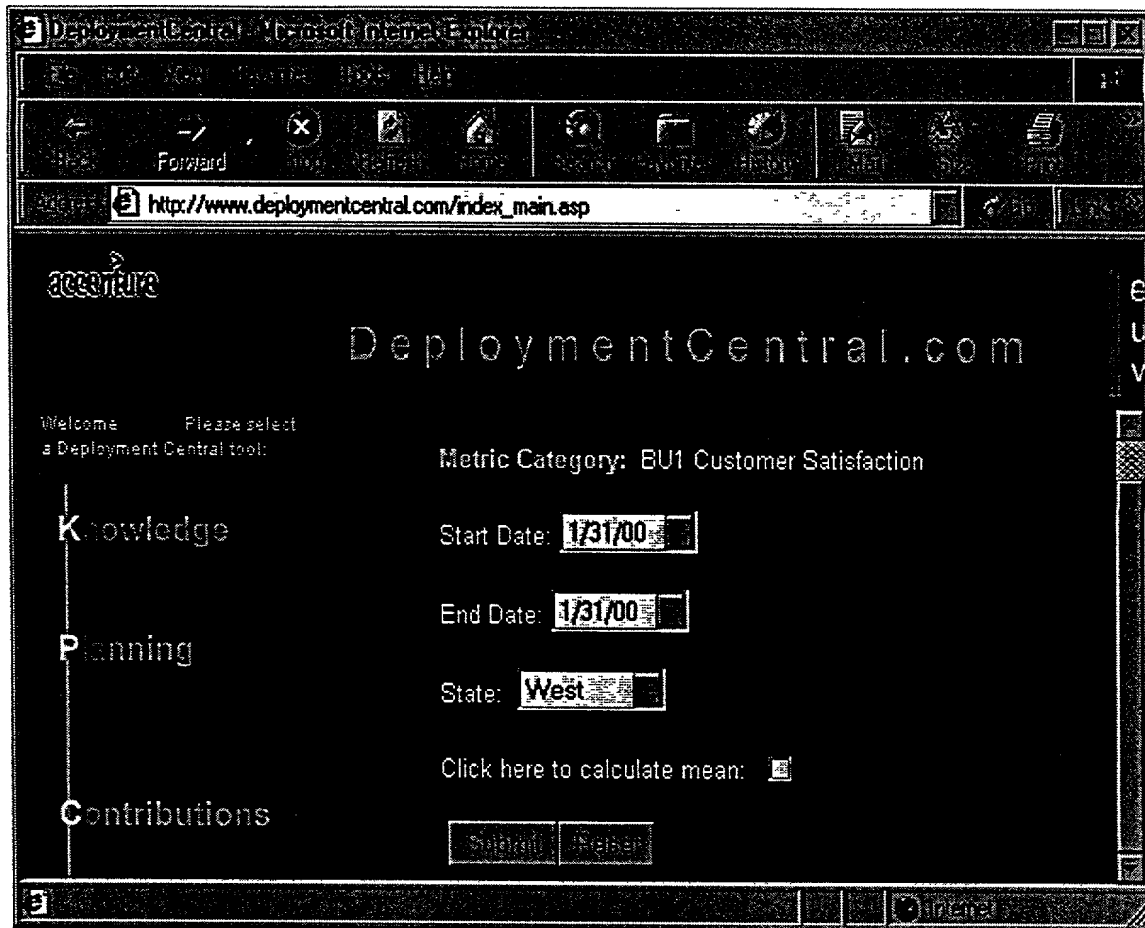


FIGURE 17

Metric Category: BU1 Call Center Metrics

Download your file here

End Date	State	Service Level	Average Spd of Answer (sec)	Offered Calls	Avg % Adherence	Avg % Occupancy	Forecast Deviation
1/31/00	AZ	0.5	73	2694	0.553	0.976	0.115
2/29/00	AZ	0.98	43	2810	0.659	0.947	0.131
3/31/00	AZ	0.67	35	2677	0.738	0.852	0.092
4/28/00	AZ	0.902	8	2651	0.84	0.758	0.095
5/31/00	AZ	0.8	6	2692	0.846	0.765	0.053
6/30/00	AZ	0.76	5	2629	0.86	0.765	0.053
7/31/00	AZ	0.1	6	2615	0.855	0.789	-0.012
8/31/00	AZ	0.56	57	2060	0.612	0.797	0.386
9/29/00	AZ	0.853	10	2895	0.874	0.793	-0.002
10/31/00	AZ	0.905	7	2802	0.873	0.761	0.03
11/30/00	AZ	0.8	7	2746	0.86	0.825	0.006

FIGURE 18

Metric Category: BU1 Customer Satisfaction

Download your file here

End Date	State	Local	Long Distance
1/31/00	West	0.709	0.638
2/29/00	West	0.706	0.623

FIGURE 19

Metric Category: BU1 Sales

Start Date: **2001**

End Date: **2003**

State: **2005**

Click here to calculate mean: ☐ **2007**

FIGURE 20

Metric Category: BU1 Sales

Download your file here

End Date	State	MTD Goal	System Revenue	Percent Attained of Objective
1/31/00	AZ	4020759	3379770	0.8406
2/29/00	AZ	2989259	2682387	0.8973
3/31/00	AZ	3028901	2287889	0.7554

FIGURE 21



Calendar

Click your calendar to continue:

- Team A Calendar
- Team B Calendar

FIGURE 22

the first time you use the calendar, you will be prompted to select a team. You can select Team A or Team B. You can also select "Both" to view both calendars. You can also select "None" to view no calendar. You can also select "Custom" to view a custom calendar. You can also select "Help" to view the help page. You can also select "Settings" to view the settings page. You can also select "About" to view the about page. You can also select "Feedback" to view the feedback page. You can also select "Privacy" to view the privacy page. You can also select "Terms" to view the terms page. You can also select "Contact" to view the contact page. You can also select "Support" to view the support page. You can also select "FAQ" to view the FAQ page. You can also select "Help" to view the help page. You can also select "Settings" to view the settings page. You can also select "About" to view the about page. You can also select "Feedback" to view the feedback page. You can also select "Privacy" to view the privacy page. You can also select "Terms" to view the terms page. You can also select "Contact" to view the contact page. You can also select "Support" to view the support page. You can also select "FAQ" to view the FAQ page.

Centralized Deployment Calendar

Your header goes here

Navigate: 2000 Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec 2002

May 2001

Monday		Tuesday		Wednesday	Thursday	Friday	
30	Apr	1	May	2	3	4	
7		8		9	10	11	
14		15		16	17	18	
21		22		23	24	25	
28		29		30	31	1	Jun

Display: Year Month Week Day Block List Condensed Abs Slide Calendars: Search
 Add Events: Daily Duration Periodic Administer: This Calendar

Calendars Net
 free online interactive web calendars

FIGURE 23



Workplans

During the first quarter of 2001, new functionality will be added to this site using Microsoft Project Central. This tool will enable users to view and edit workplans online. To learn more about Project Central, click the link below.

● [Microsoft Project Central](#)

FIGURE 24



Issues Log

What do you want to do?

- Enter New Issue **2501**
- View Existing Issues **2503**
- Close Issue **2505**

FIGURE 25

[View Existing Issues | Close Issue]

Enter a New Issue

Please enter new issues one at a time (all fields are mandatory):

Risk/issue description:	<input type="text"/>
Issue resolution target date:	<input type="text"/> -- mm/dd/yy
Assign an issue owner:	First Name <input type="text"/> Last Name <input type="text"/>
Priority:	<input checked="" type="radio"/> Low <input type="radio"/> Medium <input type="radio"/> High

NOTE: You will be automatically listed as the person who logged this issue. Only you will be able to close this issue.

FIGURE 26

[Enter a New Issue | Close Issue]

■ View Existing Issues

To view existing issues, please select priority and status. If you wish to change the status of an issue, make note of the issue number and click here.

Priority: — 2701

Status: — 2703

— 2705

Database Results Error

— 2707

[Microsoft][ODBC Microsoft Access Driver] Could not find file '(unknown)'.
One or more form fields were empty. You should provide default values for all
form fields that are used in the query.

FIGURE 27

[Enter a New Issue | View Existing Issues]

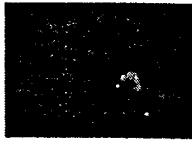
■ Close Issue

If an issue is completely resolved, you may update its status here. An issue can only be closed by the person who logged it. Enter the issue number to proceed. If you do not know the issue number, click [here](#) to search for it.

Issue Number:

Close Issue

FIGURE 28



Accomplishments (Status)

What would you like to do?

- Submit Accomplishments —2901
- View Accomplishments —2903

FIGURE 29

Figure 29: Accomplishments (Status) menu. The menu shows two options: 'Submit Accomplishments' (2901) and 'View Accomplishments' (2903).



Weekly Accomplishments

Please enter accomplishments (one at a time):

Team: 3001

Week Ending: 3003

Accomplishment: 3005

Planned Finish Date: 3007
-- mm/dd/yy

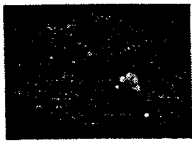
Modified Finish Date: 3009
-- mm/dd/yy

Status: 3011

3013

[View Accomplishment Reports](#) 3015

FIGURE 30



View Weekly Accomplishments

Week Ending 3101

Team 3103

3105

/ 3107

Team	Accomplishment	Completion Date (expected)	Completion Date (modified or actual)	Status
No records returned.				

FIGURE 31



Feedback

Tell us what you think about our web site or anything else that comes to mind. We welcome all of your comments and suggestions!

What kind of comment would you like to send?

- ☐ Complaint
- ☐ Problem
- ☐ Suggestion
- ☐ Praise

- ☐ Submit Joke to "Laugh a Little"
- ☐ Submit Idea to "Live a Little!"

Please Select a Category:

Nothing Selected

Please enter your comments:

Tell us how to get in touch with you:

Name

E-mail

Phone

Other

☐ Please contact me as soon as possible regarding this matter.

FIGURE 32



Discussion Forum

What's on your mind?

Submit Comments

Clear Comments

After you submit your comments, you will need to reload this page with your browser in order to see your additions to the log.

Remote User:

Comments

When should the next team dinner be?

Comments

maybe next monday?

Comments

FIGURE 33



The Learning Center

Expand your industry acumen with these online resources. **Learn a Little!**

Telecommunications

- Weekly Telecom News Bulletin
- Communications News Online Edition
- TelecomClick.com: Telephony Magazine Online

Customer Relationship Management

- CRMDaily.com

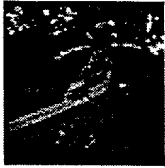
Web-Based Course Sites

- Free Education on the Internet
- FreeSkills.com
- Blackboard.com



Have an idea or need help?

FIGURE 34



The Balanced Lifestyle...

...and other sources of FUN!

What? You say you want a life outside of the office?
Deployment Central is pleased to offer several practical
alternatives to work. **Live a Little!**

3501



3503



3505



3507



[Submit an Idea](#)

FIGURE 35